

**Regional Support Assignments**

| <b>Name</b>    | <b>Area Covered and Scope</b>   | <b>Proposed Work Centers and Poc's</b>  | <b>Primary Business Partners (based on Dept/Div office location)</b>  |
|----------------|---|---|---|
| WSC-Zone-1     | Buildings to the East of 46   | <p>Bldg 69 (2 cubicles)</p> <p>David Hunyh (primary) x2868</p> <p>Noor khan (backup) x2702</p>  | <ul style="list-style-type: none"> <li>• <i>Div Office, Facilities</i></li> <li>• John Pon, FA/EHS MIS</li> <li>• Nancy Rothermich, EHS-Waste Mgmt</li> <li>• Jim Floyd, EHS – Technical Services</li> <li>• Christine Donahue, EHS Radiation Protection</li> <li>• Ron Pauer, EHS- Env. Services</li> <li>• Peter Lichty, EHS-Heath Services</li> <li>• Paul Blodgett, EHS- Industrial Hygiene</li> <li>• Richard Debusk EHS-Occupational Safety</li> <li>• Steve Black, FA-Plant operations</li> <li>• William Llewellyn, FA-Site Services</li> </ul>   |
| WSC-Zone-2     | Buildings from the Blackberry Gate and bldg 65 up through Bldg 46 complex | <p>Bldg 46 -125</p> <p>Bldg 90-0026 (small interior room in the training center)</p> <p>Manuel Leanos x4767 (primary for non IT Div and backup for all)</p> <p>Tammy Campbell x4460 (.75 fte primary for IT and backup for all)</p> | <ul style="list-style-type: none"> <li>• <i>Div Office, EHS</i></li> <li>• Bill Elkins – Labor Relations</li> <li>• Reid Edwards - PA</li> <li>• Dan Lunsford, EHS-Security and Emergency ops</li> <li>• Ester Lam – EHS training Room</li> <li>• Jerry O'Hearn, FA -Design and Construction</li> <li>• Lynn Yarris – PA coordinator</li> <li>• Gita Meckel – EHS coordinator</li> <li>• Heather Pinto – Facilities</li> <li>• Cynthia Coolahan – HR coordinator</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• <i>Div Office, IT</i></li> <li>• Linda Smith, IT-Infrastructure</li> <li>• Rosemary Lowden, IT-User Support</li> <li>• Cheryl Ventimiglia, PA CSO</li> </ul> |
| WSC-Zone-3     | Downtown (903, 937, 939)  | <p>Bldg 937 -735, 3rd floor</p> <p>Anita Newkirk x6802 (primary)</p> <p>Ben Souza (2-3 days a week –x4659) (backup)</p>   | <ul style="list-style-type: none"> <li>• <i>Div Office, HR</i></li> <li>• <i>Div Office, CFO</i></li> <li>• Diana Brown, IT- Institutional Systems</li> <li>• Terry Hamilton, IA</li> <li>• Molly Stoufer – IA coordinator</li> <li>• Linda Wuy - CFO - coordinator</li> <li>• Derrol Hammer – CFO Procurement</li> <li>• Minh Huebner – CFO Budget</li> <li>• Mike Costello – CFO - Controller</li> <li>• Anil More – Manager of Operations</li> </ul>   |
| Flexible Staff |   | <p>Shawn March(.5fte)</p> <p>Perry Lao (.5fte)</p>  |   |

## **Staff Responsibilities**

1. The WSC desktop support coordinator (Gayle) will have the flexibility to assign staff to any zone at any time in response to workload fluctuations.
2. Common staff will be deployed in response to current workload no matter what zone is involved. For example, major move's, installation of large numbers of computers, and planned upgrades. WSC Common Staff will also be responsible for preparing systems for deployment.
3. Each Zone will have at least one primary contact for purposes of coordination with business partners and incident response coordination.
4. Support of special task computers that support a specific business partner (e.g. telemetry) will be assigned to the zone support staff that has responsibility for the group involved (even though the machines might be located across zone boundaries). This is needed to insure continuity and consistency of support.
5. WSC will maintain one or more workspaces in each zone, normally occupied by one person with primary responsibility for the zone (on a rotating assignment basis)

## **Hours of Support**

- Help Desk will start coverage at 7am for account management and ticket processing on a best effort basis.
- Zone's 1 & 2 (on the hill) will have 7am support provided by Tammy Campbell. MPSG will be used for emergency early AM support as needed on a recharge basis (paid for by the program)
- Zone 3 (downtown) will have 7am support provided by Lloyd Belknap

## **Customer Request for Assistance (Best Practices)**

1. Business partners call Zone POCs to review plans, voice concerns, prioritize work
2. End User request help by web (<http://help>), by phone xHELP, or by mail ([help@lbl.gov](mailto:help@lbl.gov))
3. End user call the POC directly only if other methods in step 2 fail.

## **Ongoing Job Assignments**

### All WSC Team members

- Desktop Support (see WSC SLA)
- Consistent tracking of work (incident response and projects) using Remedy
- Support the Desktop Image Development process (build, test, distribute)
- Participation in one or more of the WSC projects.

### Specific Tasks as appropriate

- Provide management of workgroup servers and special task machines. (e.g. the EHS Windows server, Dosimetry equipment, telemetry equipment, special purpose ISS developer and customer systems – like check printing) that are associated with a Zone

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- Novell Container Management: Use monthly Novell container statistics provided by IT Infrastructure group for all WSC customers (disk space utilization, identify areas of concern, alerting users to archive or remove old files). Work with Primary business partners to manage the resource
- Active Directory OU Management: For WSC customer base, coordinate account management, desktop security, patch management and other support functions as needed.
- Provide backup assistance to the Help Desk.

Primary Points of Contact (specific coordination duties)

- Communicate with Business Partners on a regular basis. Provide feedback to WSC project as necessary.
- Monthly status reports to the zone business partners identifying work accomplished, key issues, project milestones and status. (basically a one page summary)